

American Airlines® has purchased the West Coast carrier Reno Air™ to provide you more service on the West Coast. Beginning August 31, 1999, you can fly American on more than 300 daily departures between 19 major business and leisure centers in the West.

And with every new flight added to American's schedule, you have the opportunity to earn AAdvantage® miles.

As we start to transform Reno Air into American Airlines, you'll notice some changes taking place. For example, on August 31, 1999, Reno Air gates will become American gates, you'll see employees in American uniforms, and American will begin to operate Reno Air's flights. Other changes will happen gradually, like the conversion of Reno Air's young fleet to American colors and interiors. Here are some frequently asked questions about the changes being made and the answers that will help you through the transition period.

RenoAir™

American Airlines®
American Eagle®

*For more information or reservations, contact
your Travel Agent, call*

American Airlines at 1-800-433-7300

or visit us on the Web at www.aa.com

American Airlines®
American Eagle®

RenoAir™



*Projected timelines for the integration of Reno Air into American Airlines subject to change. American Airlines, American Eagle, AAdvantage and AAdvantage Gold are registered trademarks of American Airlines, Inc. American Eagle is American's regional airline associate. American Airlines reserves the right to change AAdvantage program rules, regulations, travel awards and special offers at any time without notice, and to end the AAdvantage program with six months notice. American Airlines is not responsible for products or services offered by other participating companies. Schedules and services subject to change without notice. Reno Air is a trademark of Reno Air, Inc. oneworld is a registered mark.
© 1999 American Airlines, Inc. All Rights Reserved. Printed in U.S.A. HDQSVAA799/PAF0569



American Airlines®

American Eagle®

Q Q:
A A:

American Airlines®
Acquisition Of Reno Air™
Frequently Asked Questions.

QQ: *How do I make a reservation?
Do I call American or Reno Air?*

AA: Reno Air's flight schedule will become American Airlines on August 31, 1999. You can continue to book your flights on Reno Air until August 31 by calling 1-800-736-6247. Effective July 11 (subject to change*), you may begin calling American directly for travel on August 31 and beyond at 1-800-433-7300. On August 31, the Reno Air reservation number will refer callers to the American Airlines reservation number – 1-800-433-7300.

QQ: *What happens to my Reno Air tickets?*

AA: Tickets valid on Reno Air will be valid on American Airlines. Reno Air (QQ) tickets for travel prior to August 31, 1999, will continue to be sold and issued as QQ/Reno Air flights. American Airlines tickets will be issued for travel after that date. Customers with QQ/Reno Air tickets valid for travel after August 31, 1999, will be contacted about reissuance and revalidation by American Airlines.

QQ: *Where do I check in at the airport?
Where do I go?*

AA: Continue to check in, check baggage and receive boarding passes just as you do now. On August 31, 1999, most Reno Air ticket counters, departure lounges and gates will become part of the American Airlines operation. All customers should look for AA Ticket Counters. There will be directional signs and helpful reminders in the areas that were formerly occupied by Reno Air. Additionally, at Los Angeles International, customers with seat assignments traveling on California, Nevada and Colorado jet flights may receive boarding passes at curbside and proceed directly to the departure gate at Terminal 3. All customers with seat assignments for other American Airlines and any American Eagle® destinations may also receive boarding passes at curbside at Terminal 4 and proceed directly to the gate. The changes are effective August 31, 1999.

QQ: *Where will my flight depart?*

AA: At most locations, the new American Airlines (formerly Reno Air) departure lounges and gates are already near or adjacent to American Airlines existing facilities. Verify terminal and gate information via 1-800-AA-FLIFO.

Las Vegas (Effective August 31, 1999)

American Airlines will operate out of Concourse D, Gates D6, D7, D8, D10 and D11.

Los Angeles (Effective August 31, 1999)

Terminal 3: All American Airlines jet flights between California, Nevada and Colorado.

Terminal 4: All other American Airlines, all American Eagle and all Canadian Airlines flights.

Tom Bradley International Terminal: All American Airlines cooperative service flights with Qantas and Aero California.

Terminal 5: American Airlines international arrivals only.

Reno (Effective August 31, 1999)

American Airlines will begin using former Reno areas and move out of the existing American Airlines space. American Airlines flights will operate out of Concourse C, Gates C2, C4, C6, C8, C10 and C12.

San Francisco (Effective August 31, 1999)

American Airlines will begin using former Reno Air Ticket Counters in addition to the existing American Ticket Counters. All American Airlines flights will operate out of the North Terminal, Concourse E.

San Jose (Effective August 31, 1999)

American Airlines will begin using former Reno Air Ticket Counters and Gates in addition to existing American Airlines facilities. All American Airlines flights will operate out of Gates A6 through A16.

Seattle (Effective July 17, 1999)

Reno has moved into the American Airlines area. American Airlines and Reno Air will operate flights out of Concourse C.

QQ: *Will I notice a change in personnel?*

AA: The Reno Air team is already hard at work to bring you the quality service you expect from American Airlines. As the newest members of the American Airlines family, all former Reno Air airport agents, fleet service personnel, pilots and flight attendants will begin wearing American Airlines attire on August 31, 1999.

QQ: *Whose planes will I travel on?*

AA: On most flights within California, Nevada and Colorado, you'll fly aboard planes from Reno's fleet of MD 80s and MD 90s. All aircraft will be maintained to American's specifications and standards.

Aircraft exteriors will gradually take on the look of American Airlines, and interiors will be refurbished and upgraded by mid-2000.

QQ: *How will these changes affect my
Reno Air QQuick Miles™ membership?*

AA: As a result of the acquisition of Reno Air, the QQuick Miles™ program will end on December 31, 1999. Mileage accrual in the QQuick Miles program will not continue after this date. As a QQuick Miles member, you have been automatically enrolled in the AAdvantage program, unless you were already an AAdvantage member. Your remaining mileage balance in the QQuick Miles program will be credited automatically to your AAdvantage account as bonus miles on December 31, 1999. In addition, we'll bring you into the AAdvantage program at a membership level equal to your status in the QQuick Miles program as of December 31, 1999. So if you're a QQuick Miles Gold member, you'll be an AAdvantage Gold® member. And you'll enjoy all of the privileges and benefits that accompany your status until February 28, 2001. If you have any additional questions, simply call AAdvantage Reservations/Customer Service at 1-800-882-8880.

QQ: *How will these changes affect my
AAdvantage membership?*

AA: With the acquisition of Reno Air, American will offer you expanded service on the West Coast and many opportunities to earn and redeem AAdvantage miles.